

Appl. No. : 09/808,421
Filed : March 13, 2001

AMENDMENTS TO THE CLAIMS

The listing of claims replaces all prior versions and listings of claims. Only those claims being amended herein show their changes in highlighted form, where insertions appear as underlined text (e.g., insertions) while deletions appear as strikethrough text (e.g., ~~deletions~~).

1. **(Currently Amended)** A method of facilitating services, said method comprising:
 - generating listing information identifying a service provider;
 - making said listing information available to potential clients of said service provider; and
 - receiving an agreement from said service provider to use a first computer-based service-enhancing system to provide services to each client obtained as a result of said making said listing information available;
 - receiving an agreement from at least one client to use said service provider to provide services; and
 - monitoring by the computer-based service-enhancing system a frequency of communications between said service provider and said at least one client during the time that services are provided to said at least one client.
2. **(Previously Amended)** The method of claim 1, further comprising:
 - generating second listing information identifying a second service provider;
 - receiving an agreement from said second service provider to use a second computer-based service-enhancing system having at least one feature absent from said first service-enhancing system;
 - making said second listing information available to at least some of said potential clients; and
 - enhancing the availability to said at least some potential clients of said second listing information.
3. **(Currently Amended)** A method of facilitating services, said method comprising:
 - generating listing information identifying a service provider;
 - making said listing information available to potential clients of said service provider; and

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receiving an agreement from said service provider to communicate with clients in accordance with a predetermined communication frequency while providing services
~~adhere to certain standards of care in providing services to each client obtained as a result of said making said listing information available;~~

receiving an agreement from at least one client to use said service provider to provide services; and

monitoring by a computer software-based process a frequency of communications between said service provider and said at least one client while said service provider provides services for said at least one client.

4. **(Currently Amended)** The method of claim 3, ~~further comprising:~~

~~receiving an agreement from said service provider to use a computer software-based process to assure that said service provider adheres to said certain standards of care wherein said receiving an agreement from said service provider includes an agreement to use a computer-based system to communicate with clients.~~

5. **(Currently Amended)** The method of claim 4 ~~3~~, further comprising:

receiving a payment from said service provider for using said computer software-based process.

6. **(Original)** The method of claim 5, further comprising:

receiving an agreement from said service provider not to pass on to any client any cost of using said computer software-based process.

- 7-73. **(Previously Canceled)**

74. **(Currently Amended)** A system for facilitating services, said system comprising:

means for representing with computer-readable data characteristics of and identification of a service provider;

means for allowing potential clients to search said characteristics over a computer network and receive a representation of data identifying said service provider; ~~and~~

means for receiving agreement from said service provider to use a computer-based communication-enhancing system to provide services to each client obtained via said means for allowing potential clients to search said characteristics;

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means for receiving an agreement from at least one client to use said service provider to provide services; and

means for monitoring by the computer-based service-enhancing system a frequency of communications between said service provider and said at least one client during the time that services are provided to said at least one client.

75. **(Currently Amended)** A system for facilitating services, said system comprising:

means for representing with computer-readable data characteristics of and identification of a service provider;

means for allowing potential clients to search said characteristics over a computer network and receive a representation of data identifying said service provider; and

means for receiving a representation from said service provider that said service provider meets certain minimum experience requirements;

means for receiving an agreement from at least one of said potential client to use said service provider to provide services; and

means for receiving an agreement from said service provider to communicate with said at least one of said potential clients in accordance with a predetermined communication frequency while providing services.

76-78. **(Previously Canceled)**

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SUMMARY OF INTERVIEW

A telephonic interview was conducted on September 6, 2006, and the topics that were discussed followed the interview agenda provided by Applicant on September 5, 2006.

Identification of Claims Discussed

The Examiner and the undersigned discussed then pending Claim 1, and, more particularly, discussed the limitation "receiving an agreement from said service provider to use a first computer-based service-enhancing system to provide services to each client obtained as a result of making said listing information available."

Identification of Prior Art Discussed

In the context of discussing the then-pending rejection of Claim 1 under 35 U.S.C. § 102(e), U.S. Patent No. 6,470,338 to Rizzo ("Rizzo") was identified.

Proposed Amendments

The Examiner and the undersigned discussed the amendment proposed on page 2 of the September 5, 2006 interview agenda, and also discussed possible amendment suggested by the Examiner involving dividing the last limitation of Claim 1 into three parts.

Principal Arguments

Applicant advanced the argument, as outlined on pages 1 and 2 of the September 5, 2006 interview agenda, that Rizzo discloses the use of an e-mail system only for pre-service inquiries made by a potential service provider. Accordingly, Rizzo does not disclose any type of system that is used to provide services, that is used during the providing of services or that could be said to be enhancing provided services.

Results of Interview

The Examiner suggested amending Claim 1 and proceeding with a Request for Continued Examination.